

Good Life. Great Connections.

STEP-BY-STEP GUIDE TO FILING UNEMPLOYMENT INSURANCE CLAIMS

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This guide is not intended to take the place of the law, but to provide you with a general understanding of some of the requirements. This guidance document is advisory in nature but is binding on an agency until amended by such agency. A guidance document does not include internal procedural documents that only affect the internal operations of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules and regulations made in accordance with the Administrative Procedure Act. If you believe that this guidance document imposes additional requirements or penalties on regulated parties, you may request a review of the document.

REGISTERING IN NEWORKS AND FILING AN INITIAL CLAIM

Before you register or file your claim, visit **dol.nebraska.gov/UIBenefits** to get information and answers to frequently asked questions.

You must register in NEworks - https://neworks.nebraska.gov - as part of the initial unemployment claim process. All claimants must complete an online resume unless they have a recall date with their employer or are a member of a union with a hiring hall.



Step 1: Go to the NEworks home page and click the "UNEMPLOYMENT" button.

Step 2: On the next screen, choose "Log In To Access Unemployment Services."

Get Information

This link takes you to the Nebraska Department of Labor website, dol.nebraska.gov, where you can find instruction guides, answers to frequently asked questions, and contact information.



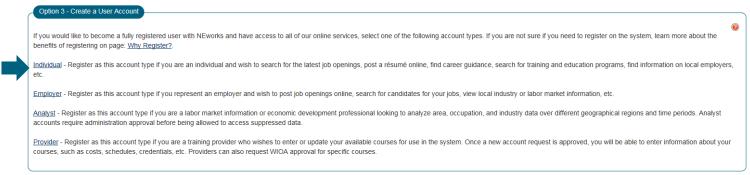
Log In To Access Unemployment Services

This link takes you to the log-in screen, where you can create an account in NEworks or sign into your account. You must be logged in to NEworks to file a new unemployment claim or manage an existing claim. Once logged in, go to the Unemployment Services menu.

Report Unemployment Insurance Fraud

Falsely reporting information to obtain unemployment benefits or pay a lower unemployment tax rate is fraud. Anonymously report suspected fraud to the Nebraska Department of Labor using the forms found at the link above.

Step 3: You will then reach the sign-in page. If this is your first time visiting NEworks or you have not used the site for over one year, choose Option 3 – Create a User Account - Individual.

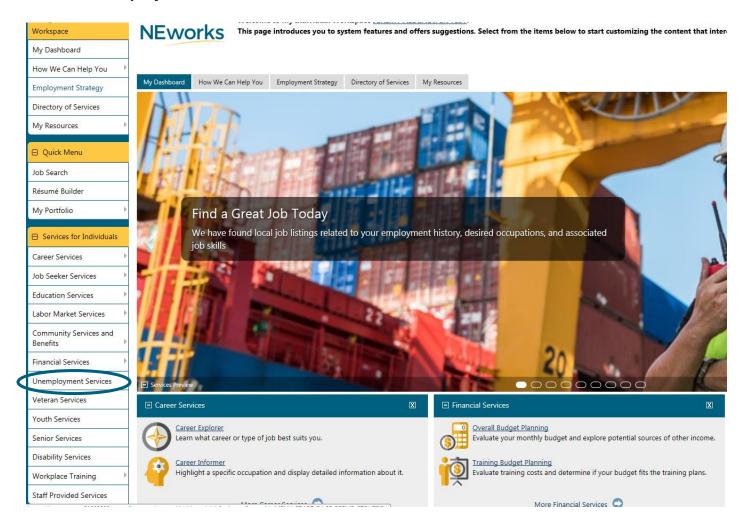


If you are a recent, previous user of NEworks, go to Option 1 and log in with your user name and password. If you forgot your user name or password, click the link below the password field – "Retrieve User Name or Password." Take note of your user name and password for future use.

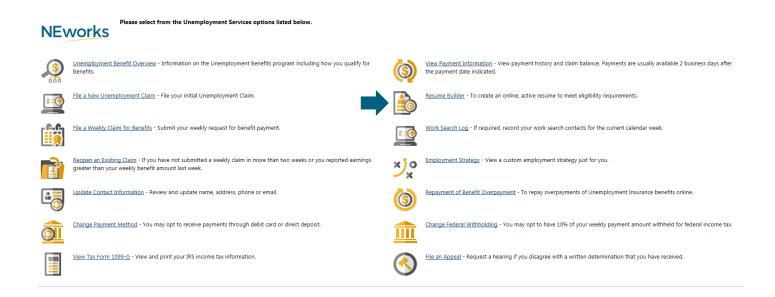


- Step 4: You will be presented with our privacy agreement. Read and click "I Agree" to continue.
- **Step 5:** Complete several screens regarding your profile. If you already have a profile, make sure it is up to date.

Step 6: After you have completed your registration, you will be directed to your dashboard. Choose **Unemployment Services** from the left menu.



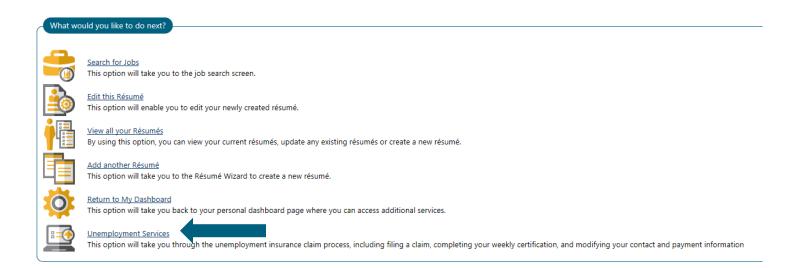
Step 7: Choose Resume Builder.



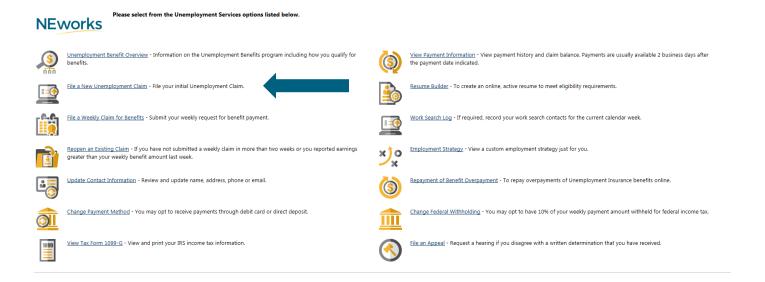
- **Step 8**: **Create a resumé.** Start building your resume by clicking the "Create new Resumé" button. If you already have a resumé, make sure it is up to date.
- **Step 9**: **Post your resumé online.** To be eligible for unemployment benefits, your resumé must be available to employers online in the "Resumé Name" section. The online resume is not required if you are going back to work for your employer or are a member of a union with a hiring hall.
- **Step 10**: After you complete your resumé (this will be several screens), click the "Save Resumé and Return" button.

* Indicates I	required field	is.
Résumé * Résumé		
		 Allow employers to view my résumé online. Hide my résumé from employers.
Résumé	Creation Me	ethod
•	m .	ehensive our résumé using a step-by-step process (create your résumé from scratch).
OPDF	Upload Attach	l an existing Word or .PDF résumé (save time by using your existing résumé).
0	Copy 8 Transfe	र Paste r résumé's text from an existing copy (quick - but not as useful to potential employers).
0 /	Quick Create	a resume with minimal data entry. This will allow you to start applying for jobs more quickly, but may not provide better match results

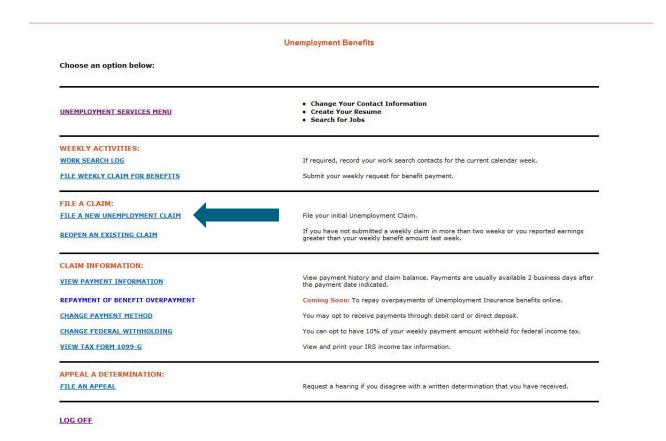
Step 11: Choose Unemployment Services from the following options:



Step 12: You will be presented with this menu. Choose **File a New Unemployment Claim**. Or, if you are reopening a claim, filing a weekly claim, or completing a work search log, choose the appropriate option.



Step 13: From this menu, choose FILE A NEW UNEMPLOYMENT CLAIM.



Step 14: Continue through several more screens to complete the filing of your initial claim. You will know that your claim has been submitted when you receive a confirmation number.

Example below:

Confirmation Number: R2015060216061473532

If you are using a public computer, be sure to sign out of your NEworks account to protect your personal information.

HOW TO FILE A WEEKLY CLAIM ONLINE

Each time you file a weekly claim, you will be asked if you worked. Answer "yes" if you performed any work, even if it was temporary, part-time, or self-employment. If you worked for more than one employer in a week, add your earnings from all employers. For self-employment, report your weekly earnings after you deduct your direct business expenses for that week.

If you earned less than your weekly benefit amount for any claimed week, you may be eligible for partial benefits.

NESL: 48-625.

After you file your initial claim or reopen your existing claim, you must file a weekly claim for benefits each week you are requesting payment, even if your eligibility is being decided or you have an appeal pending.



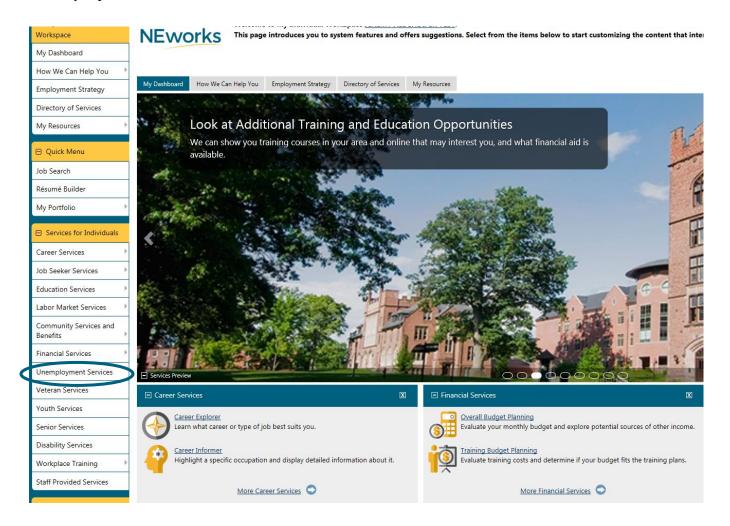
The unemployment benefit week begins on Sunday and ends on Saturday. You have from Sunday through Friday to file a claim for the previous week.

To file a weekly claim go to <u>neworks.nebraska.gov.</u>
Enter your login information (username and password) and click on **Sign In**.

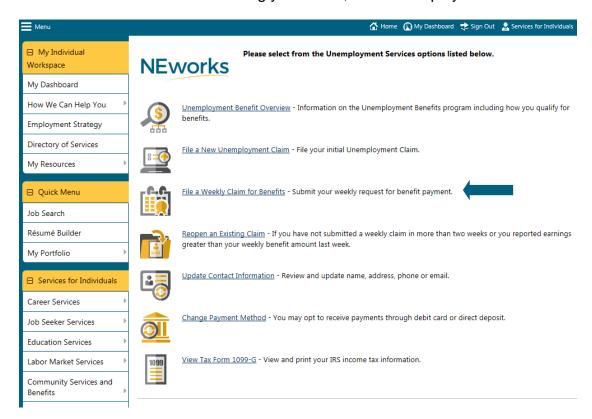




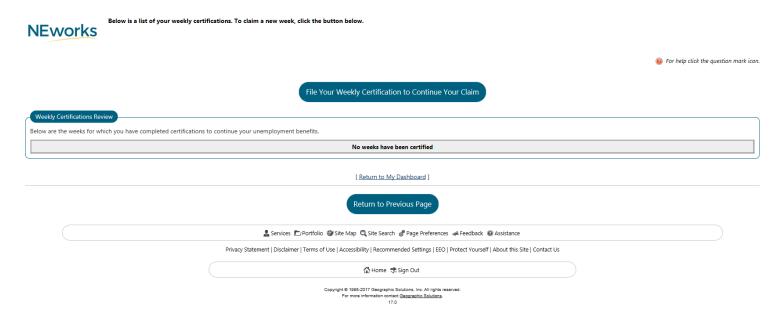
After signing in, you will arrive at "My Dashboard." From the left links menu, click on **Unemployment Services**.



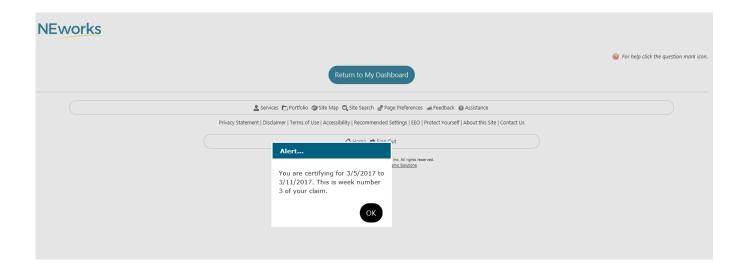
From the Unemployment Services dashboard, click on **File a Weekly Claim for Benefits.** If you need more information before filing your claim, click Unemployment Benefit Overview.



To file your claim for weekly benefits, click on File Your Weekly Certification to Continue Your Claim.



The dates of the week you are certifying and the weekly claim number will display. Click **OK**.



After reading the "Explanation of Weekly Certification Process," click **Next >>**. ∃ My Individual Workspace **NEworks** My Dashboard How We Can Help You Weekly Certification Filing Process Explanation Employment Strategy Directory of Services For help click the question mark icon. My Resources ☐ Quick Menu Eligibility for unemployment benefits is based on a seven day period from Sunday through Saturday. To request benefits, you must file a weekly claim each week. Job Search You will need to prepare the following information in order to file your claim for benefits:

Current contact information including your mailing address, residence address, phone number, and email address.

A complete listing of your work search contacts including the name of the employer, contact information, job title, application information, date and method of contact.

If you are working, you will need information about your employer and your gross wages earned during the week. Résumé Builder My Portfolio Exit Weekly Certification Labor Market Services Community Services and Benefits 🚨 Services 🟲 Portfolio 🚭 Site Map 🔘 Site Search 💣 Page Preferences 🚄 Feedback 🔞 Assistance Financial Services

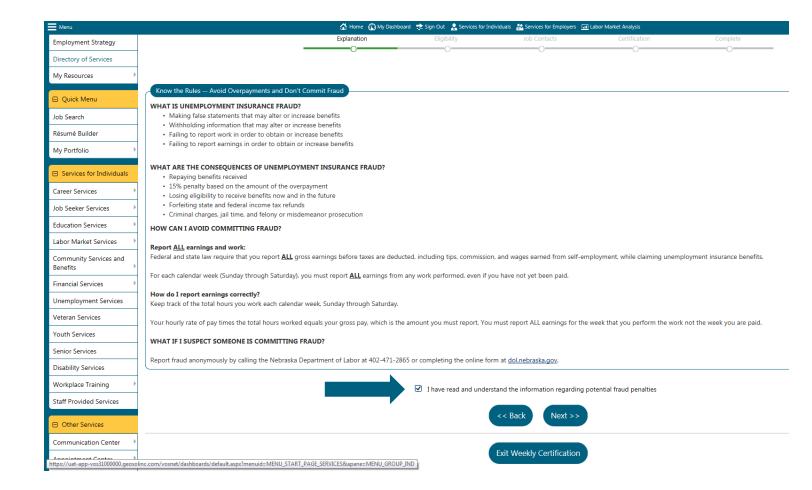
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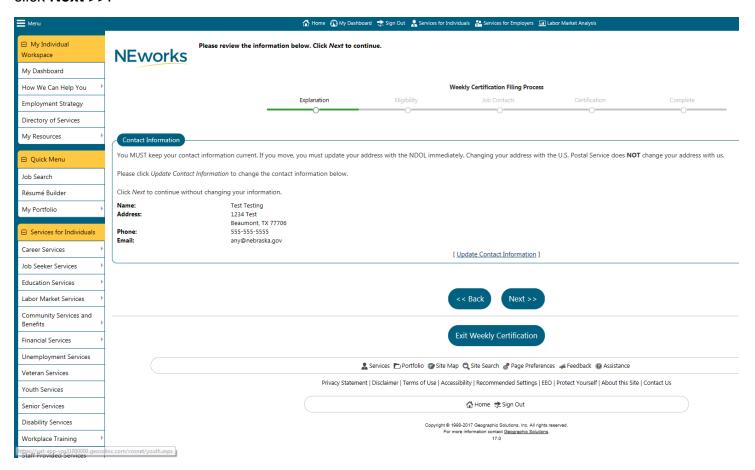
17.0

Unemployment Services
Veteran Services

It is important that you review the information listed on the "Know the Rules..." page, as it contains information about reporting your earnings and how to avoid committing fraud. Once you have read this explanation, click on the check box to verify that you have read and understand the information, then click **Next >>**.

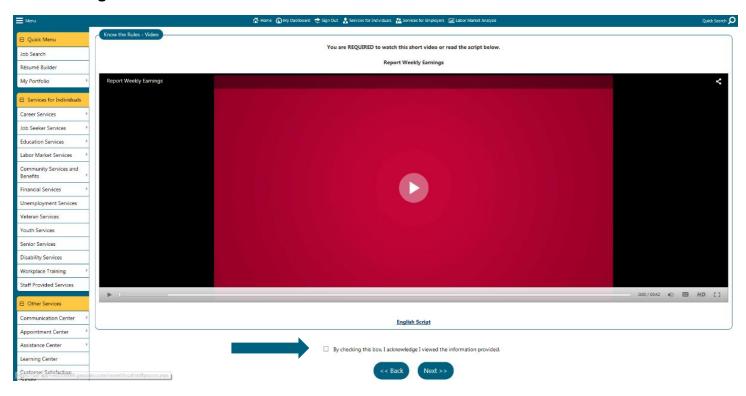


On this page you will have the opportunity to review your contact information. Make sure it is up to date. If it is not, select the "Update Contact Information" link. After verifying your contact information, click **Next** >>.

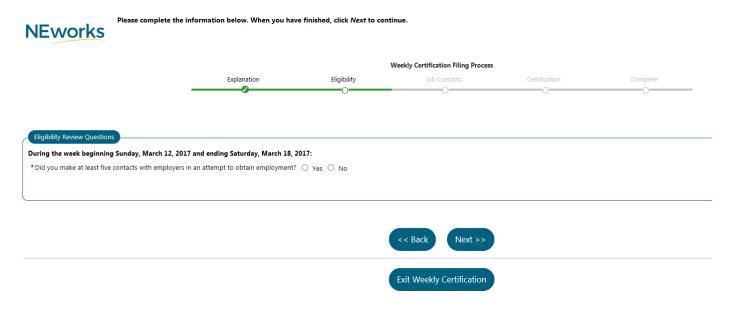


Next you may be required to watch a short video, or read the script if you are unable to watch the video. Once you have completed this step, check the box to acknowledge that you have reviewed the information provided, then click **Next >>**.

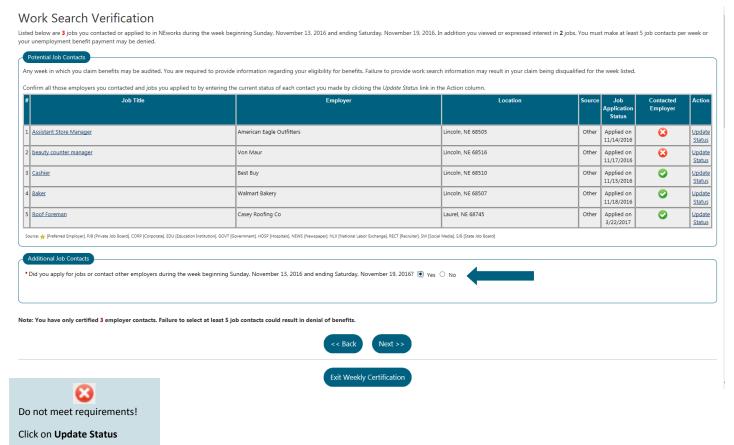
If you have a return-to-work date with your employer, click Next>> and skip to page 20 of this instruction guide.



On this page, answer the work search question, then click **Next >>**.



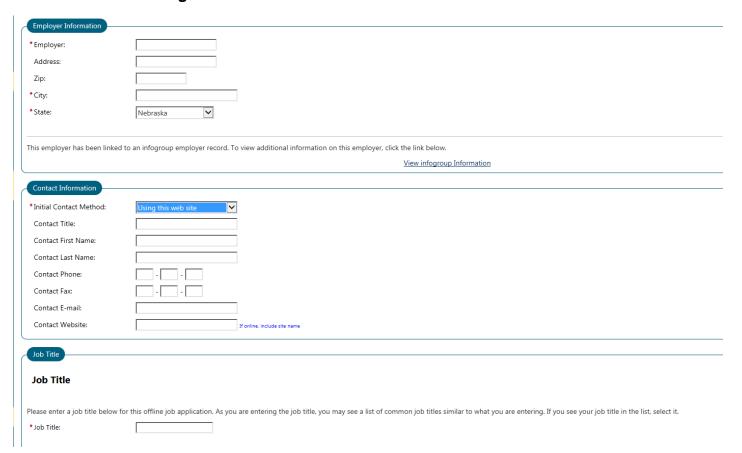
Step 10: You will then be taken to the work search page. If you logged any contacts during the benefit week, those will appear. If not, you will have the opportunity to enter them by answering "Yes" to the "Additional Job Contacts" question. After you click **Next >>** you can enter the contacts. Work search contacts that display a red circle with an X in the middle do not meet requirements. You may click on the **Update Status** link to provide the missing information. To show additional progress toward being hired (for instance a second interview) with an employer you contacted in a prior week, you will need to add the employer again to your Work Search Log.



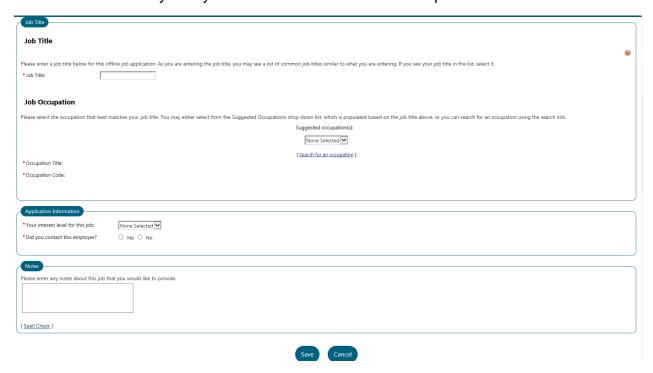
If you reside in Nebraska or an out-of-state county bordering Nebraska, you must make at least one contact per week using NEworks. **Work search requirements will change during the duration or your claim. Please see chart below.**

Weeks Claimed	Number of required work search contacts	Required applications submitted	Required minimum number of days to contact employers	Required number of contacts using NEworks
1-5	5	1	1	1
6-13	5	2	3	1
14 or more	5	2	4	1

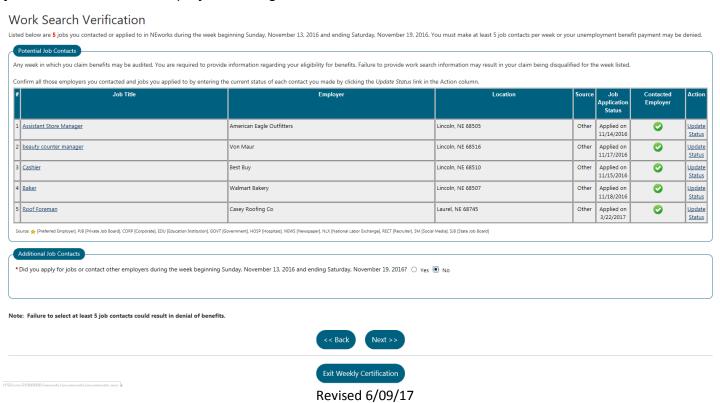
Step 11: After answering "Yes" to the "Additional Job Contacts," the following page will appear. Enter all work search contact information. You will need to repeat this process for each contact required for the week you are certifying. If the job contact was made in NEworks, the **Initial Contact Method** should be set as **Using this web site**.



Review the **Application Information** section for each job listed <u>prior</u> to submitting your weekly claim for benefits and verify that you have met all work search requirements.

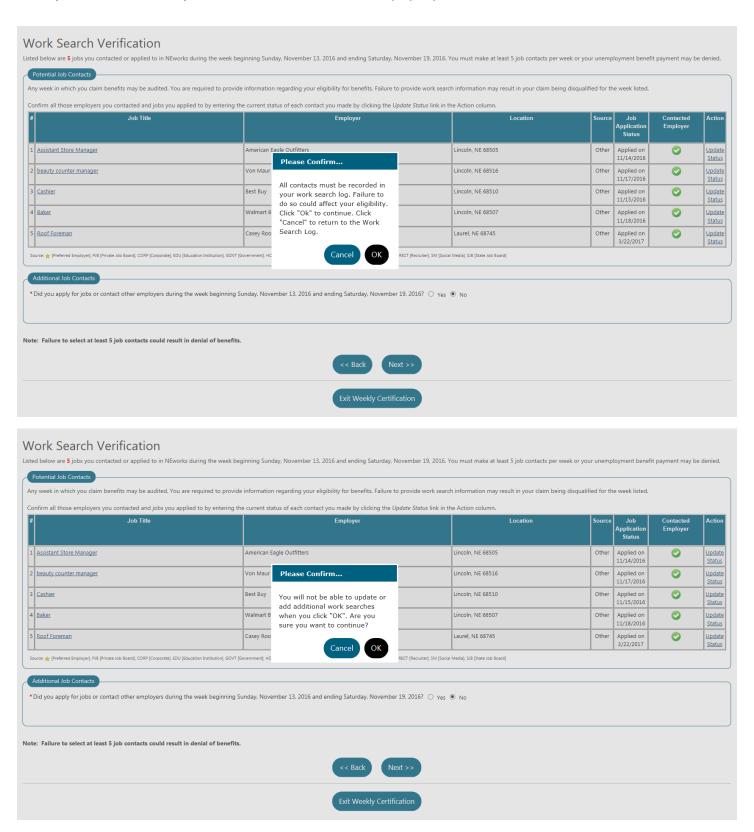


Be sure that you have entered all of your contacts and all of the required information. You won't be able to add or modify the work search contacts information after proceeding to the next page. After all work search contacts have been added, select "No" in response to the question, "Did you apply for jobs or contact other employers during the week...." then click **Next >>**.



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After you click **Next >>** you will see two confirmation pop-up boxes.



Your weekly work searches may be audited. If your recorded work search contacts are not verifiable, you may be disqualified from benefits and required to repay benefits previously received for the audited week. Under the provisions of the Nebraska Employment Security Law, misrepresentation of your work search or any other information may result in loss of eligibility for unemployment insurance benefits.

Next you will be taken to the weekly claim information page. After you read the instructions, click **CONTINUE**.

Weekly Claim Monday, November 09, 20	15
or your information:	
If you are working during a week you wish to claim, you must report your gross earnings for the week. Gross earnings include wages, tips, salary, and other earnings before deduction and taxes.	ons
You must report wages when they are earned. Do not wait until you are paid. For example, if you are paid an hourly wage of \$15 and worked 10 hours during the week, you must rep \$150 in gross earnings on your weekly claim, regardless of when you receive your paycheck.	ort
CONTINUE	

You will be presented with the "Weekly Certification-Wage Information" page. After you answer the questions, click **CONTINUE**. Answer the eligibility questions, then click **CONTINUE**.

		Monday,	November 09, 2015
Weekly Certification - Wage Information			
You are claiming for the week: 11/01/2015 thru 11/07 Week number of your claim: 7	/2015		
*Indicates required fields			
1. *During the week listed above, did you work?	: O Yes O No		
If yes, report any wages during the week you worked, even if you are not paid until later. Please enter total Gross Amount.	:		
2. *County where filing today?	: -Select County- V		
Weekly Certification - Eli	gibility Information		
You are claiming for the week: 02/2 Week number of y		2016	
*Indicates requ	ired fields		
 *Were you available four or more days during the week to accept a job if offered? You are considered available appearing for duty before any court under a lawfully issued summons. 	lable for work if you are	: O Yes	O No
2. *Were you an inmate in a penal or custodial institution for four or more days of the week?		: O Yes	O No
3. *Were you physically able to work four or more days during the week?		: O Yes	O No
4. *Did you refuse an offer to work or a referral to a job?		: O Yes	O No
5. *Did you begin school or did your class schedule change?		: O Yes	No
6. *Did you begin receiving Pension benefit, or did the amount of your benefit change?		: O Yes	O No
7. *Did you receive any payments other than wages or pension from an employer such as vacation pay, holid compensation or a bonus?	ay pay, worker's	: O Yes	O No
8. *Did you make at least 2 applications for suitable employment during the week?		: O Yes	O No
9. *Did you contact employers on at least 3 different days during the week?		: O Yes	O No
10. *Did you use NEworks to conduct a job search this week?		: O Yes	O No
CONTINUE	CANC	CEL	

Revised 6/09/17 Page **19** of **25** You will then see the "Closing Statement" page. Make sure all of your answers are correct. To edit a response, use the **BACK** button at the bottom of the page. **After you click Submit, you will not be able to change your answers.** You will need to check all boxes at the bottom before being allowed to submit your weekly claim. **If you do NOT have a return-to-work date with your employer, click Submit and skip to page 22 of this instruction guide.**

Weekly Certification - Closing Statement				
You are claiming for the week: 02/28/2016 through 03/05 Week number of your claim: 7	5/2016			
Your entries for your Weekly Claim are as follows: Note: To edit a response, use the BACK button at the bottom of the page.				
1. During the week listed above, did you work?	: No			
2. County where filing today?	: Lancaster (NE)			
3. Were you available four or more days during the week to accept a job if offered? You are considered available for work if you are appearing for duty before any court under a lawfully issued summons.	: Yes			
4. Were you an inmate in a penal or custodial institution for four or more days of the week?	: No			
5. Were you physically able to work four or more days during the week?	: Yes			
6. Did you refuse an offer to work or a referral to a job?	: No			
7. Did you begin school or did your class schedule change?	: No			
8. Did you begin receiving pension benefits, or did the amount of your benefits change?	: No			
9. Did you receive any payments other than wages or pension from an employer such as vacation pay, holiday pay, worker's compensation or a bonus?	: No			
10. Did you make at least 2 applications for suitable employment during the week?	: Yes			
11. Did you contact employers on at least 3 different days during the week?	: Yes			
12. Did you use NEworks to conduct a job search this week?	: Yes			
13. Did you make at least five contacts with employers in an attempt to obtain employment?	: Yes			
14. Number of work search contacts certified	: 5			
"I understand that I have filed week 7 on this claim. Work search requirements change based on the number of weeks claimed. I understand it is my responsibility to review these requirements as provided on the Weekly Certification Confirmation Page." "I' understand that I have filed for my weekly benefit claim. All information I have provided is true and accurate to the best of my knowledge. I understand that the law provides for penalties, including loss of benefits and/or criminal charges, for making false statements to obtain unemployment benefits. Any week I claim benefits may be audited and I will be required to provide information regarding my eligibility for benefits."				
SUBMIT BACK CAN	CEL			

Continued from page 14 for individuals with a return-to-work date from their employer.

You will be taken to the Weekly Claim screen below. After you read the instructions, click CONTINUE

Tuesday, March 01, 2016	_
Weekly Claim	
For your information:	
If you are working during a week you wish to claim, you must report your gross earnings for the week. Gross earnings include wages, tips, salary, and other earnings before deductions and taxes.	
You must report wages when they are earned. Do not wait until you are paid. For example, if you are paid an hourly wage of \$15 and worked 10 hours during the week, you must report \$150 in gross earnings on your weekly claim, regardless of when you receive your paycheck.	
CLOSE	

You will be presented with the "Weekly Certification-Wage Information" page. After you answer the questions, click **CONTINUE**.

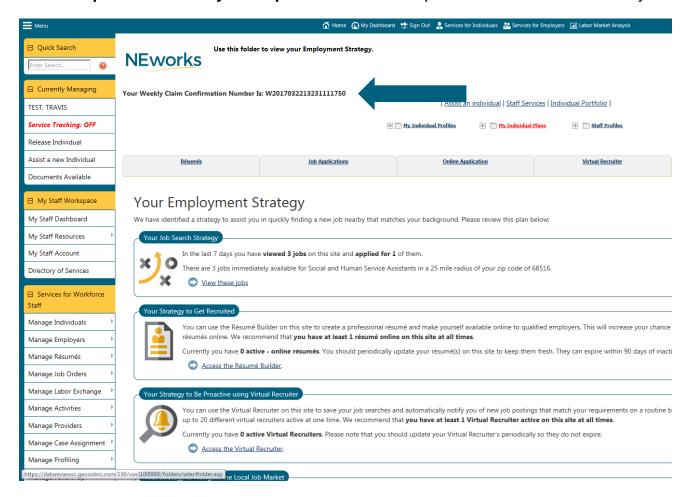


Next, answer the "Eligibility Information" questions, then click CONTINUE.



You will then see the "Closing Statement" page. Make sure all of your answers are correct. To edit a response, use the **BACK** button at the bottom of the page. **After you click Submit, you will not be able to change your answers.** You will need to check all boxes at the bottom of the page before being allowed to submit your weekly claim.

Tuesday, March 01, 2016 Weekly Certification - Closing Statement You are claiming for the week: 02/21/2016 thru 02/27/2016 Week number of your claim: 3 Your entries for your Weekly Claim are as follows: Note: To edit a response, use the BACK button at the bottom of the page. 1. During the week listed above, did you work? : No 2. County where filing today? : Lancaster (NE) 3. Did you refuse an offer of work with your regular employer or in your usual occupation? 4. Were you physically able to work four or more days during the week? 5. Did you begin school or did your class schedule change? 6. Did you begin receiving pension benefits, or did the amount of your benefits change? : No 7. Did you receive any payments other than wages or pension from an employer such as vacation pay, in holiday pay, worker's compensation or a bonus? * "I understand that I have filed for my weekly benefit claim. All information I have provided is true and accurate to the best of my knowledge. I understand that the law provides for penalties, including loss of benefits and/or criminal charges, for making false statements to obtain unemployment benefits. Any week I claim benefits may be audited and I will be required to provide information regarding my eligibility for benefits." After you click **Submit**, you will be presented with a confirmation number. **This will confirm that you have completed the weekly claim process.** Please keep the confirmation number for your records.



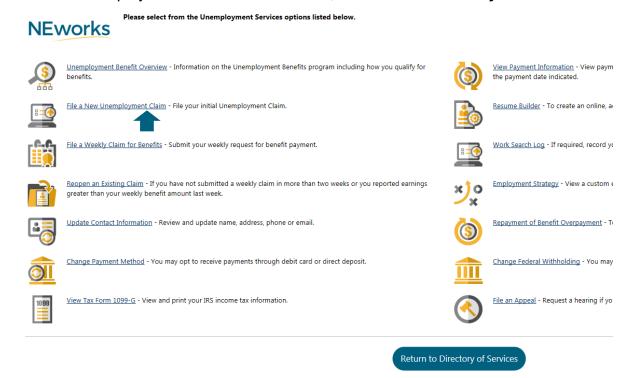
If you are using a public computer, be sure to sign out of your NEworks account to protect your personal information.



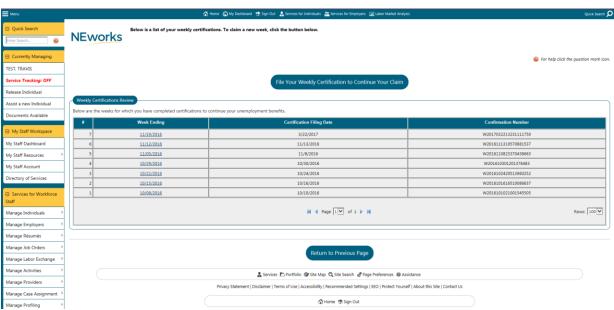
REVIEWING YOUR WORK SEARCH CONTACTS

You can view the work search contacts you submit each week.

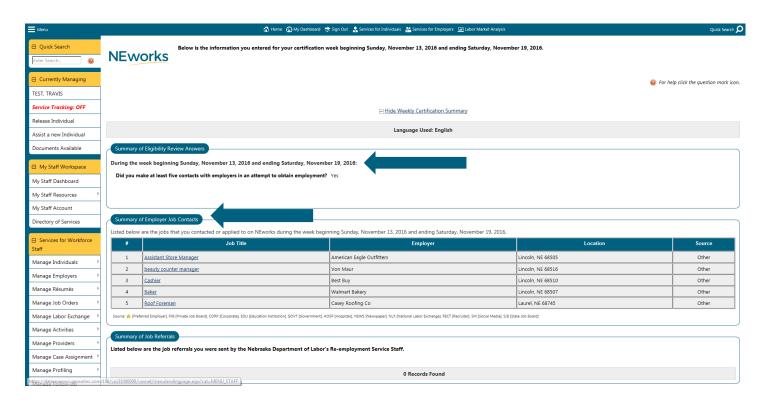
From the Unemployment Services Dashboard, click on File a Weekly Claim for Benefits.



Under **Weekly Certification Review**, click on the dates listed under **Week Ending** to view a detailed list of work search activity for the benefit week claimed.



Listed are your job contacts and applications by benefit week claimed. View the contact details by clicking on each job listed under **Job Title**.



For more information, visit dol.nebraska.gov/UIBenefits.

Equal Opportunity Program/Employer

TDD: 800.833.7352

Auxiliary aids and services are available upon request to individuals with disabilities

TTY: 402-471-0016